

Training Services

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Training Services

- ▶ Operator Training
- ▶ Operator Certification
- ▶ Maintenance Training
- ▶ Manage Aseptic Production
- ▶ Quality Assurance Training



TRAINING
SERVICES



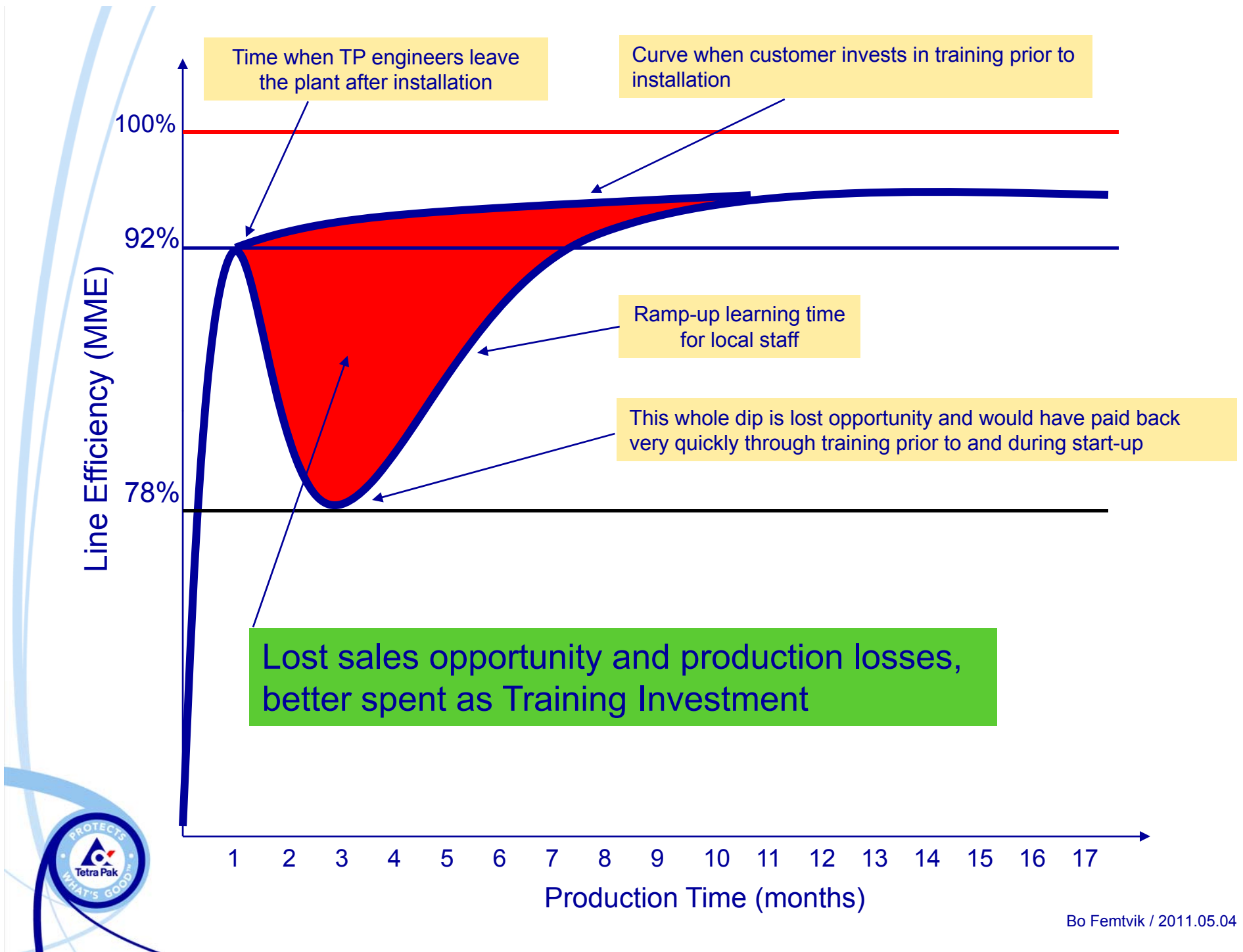
Training Services

- To realize all benefits of your processing and packaging systems and reduce operational costs, it's necessary to operate and maintain the equipment with professionally trained staff.
- Certified operators and trained staff are far less likely to make mistakes.
Resulting in:
 - Less unplanned downtime and lower operational costs.
 - Increased uptime also means more product produced
- Taking these factors into consideration it's obvious that an investment in training pays off.



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Operator Training

We offer a range of training courses for operators running processing, filling and distribution equipment

- ▶ Professional training courses give customer staff the skills to safely and efficiently operate your equipment
- ▶ The success in operating machines/lines safely and cost efficiently depends largely on the competence of the customers operators



Operator Certification

An operator's competence has a high impact on production line performance. Operator Certification verifies that an operator has the right competence to handle the filling line correctly and safely

- ▶ The certification consists of a **written** and a **practical assessment** for a specific equipment
- ▶ The same assessments are used worldwide



Maintenance Training

- ▶ Theoretical and practical understanding of how mechanical and electrical components work
- ▶ Update and expand maintenance staff's troubleshooting skills. The customer's success in running machines or lines in a safe and cost effective manner depends largely on the competence of the customer's maintenance personnel



Manage Aseptic Production

Manage Aseptic Production – a unique offering - is a **3-day training course** for mid-level managers who want to increase their knowledge of aseptic production in order to increase performance in their plants

Course Topics:

- ▶ A practical approach to Aseptic Production
- ▶ Quality Systems, Competence Development and Maintenance Management
- ▶ Operational Cost Analysis



Quality Assurance Training

Quality Assurance Training helps the customer consistently achieve desired end-product quality

- ▶ The service covers the production process from raw material intake to finished products
- ▶ Four tailored training courses are offered - for Senior Managers, Middle Managers, Quality Assurance and Quality Control personnel



Operator Certification

The competence of your operators has high impact on your line performance

Customer comments:

- ▶ “Operators with the right competence can produce up to twice as much as operators with competence gaps”
- ▶ “Skilled operators may produce 15 000 litres more in one shift than operators with low competence”



Operator Certification

Operator Certification helps you test your operators' competence

- ▶ Verify if your operators have the required theoretical and practical skills to operate a specific equipment in a safe and efficient way
- ▶ The tests are based on Tetra Pak best practice



Operator Certification

The Operator Certification consists of a theoretical test and a practical test

Theoretical test
(1 hour)



Practical test
(4 to 8 hours)



Operator Certificate



Operator Certification

Theoretical test

- ▶ A selection of questions regarding how to operate a filling machine
- ▶ The operator must use the Operators Manual answering the questions
- ▶ The test takes approximately one hour
- ▶ The operator has to pass the theoretical test before making the practical test



Operator Certification

Practical test

- ▶ The operator should demonstrate that he/she is able to operate the equipment in a safe and efficient way
- ▶ The practical test covers:
 - Start-up of production
 - Normal production
 - Daily and weekly care
- ▶ One operator is tested at a time - during normal production
- ▶ The test is evaluated by a Tetra Pak certifier who follows a pre-defined set of “check points”
- ▶ The practical test takes approx. 4 – 8 hrs



Operator Certification

Strong arguments for certifying your operators

- ▶ Increase productivity and/or reduce costs by ensuring that the operators have the right competence – *achieve high and consistent product quality and fewer and shorter stops*
- ▶ Communicating the importance of competence, increase the status and motivation of the operators
- ▶ Create a foundation for a salary structure with a strong link between operator competence and financial incentives



Operator Certification

Strong arguments for certifying your operators

- ▶ Proactively verify and document that the operators have the right competence to operate a machine system to meet quality requirements in ISO, HACCP and GMP

Customers that have certified their operators are very satisfied with the result of the service



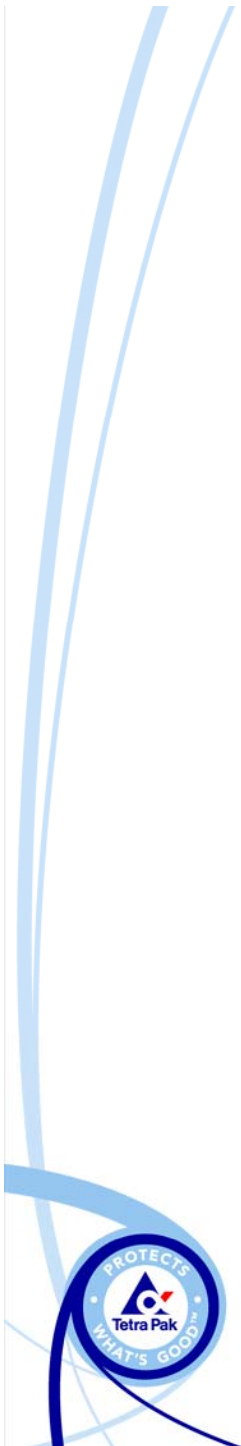
Operator Certification

Example ISO 9001:2000 6.2.2

Competence, awareness and training

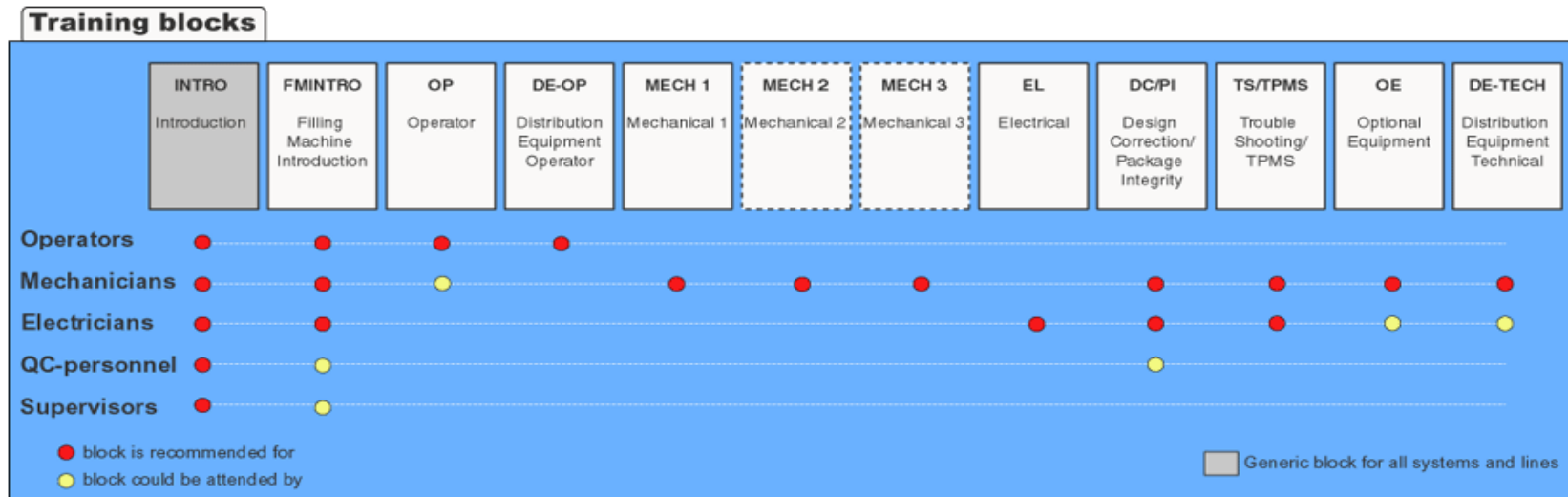
The organisation shall:

- ▶ Determine necessary competence for personnel performing work affecting product quality
- ▶ Provide training or take other actions to satisfy these needs
- ▶ Evaluate the effectiveness of the actions taken
- ▶ Ensure that it's personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of the quality objectives, and maintain appropriate records of education, training, skills and experience



Training Services

Customer Adapted Training is the tool used to deliver Training Services



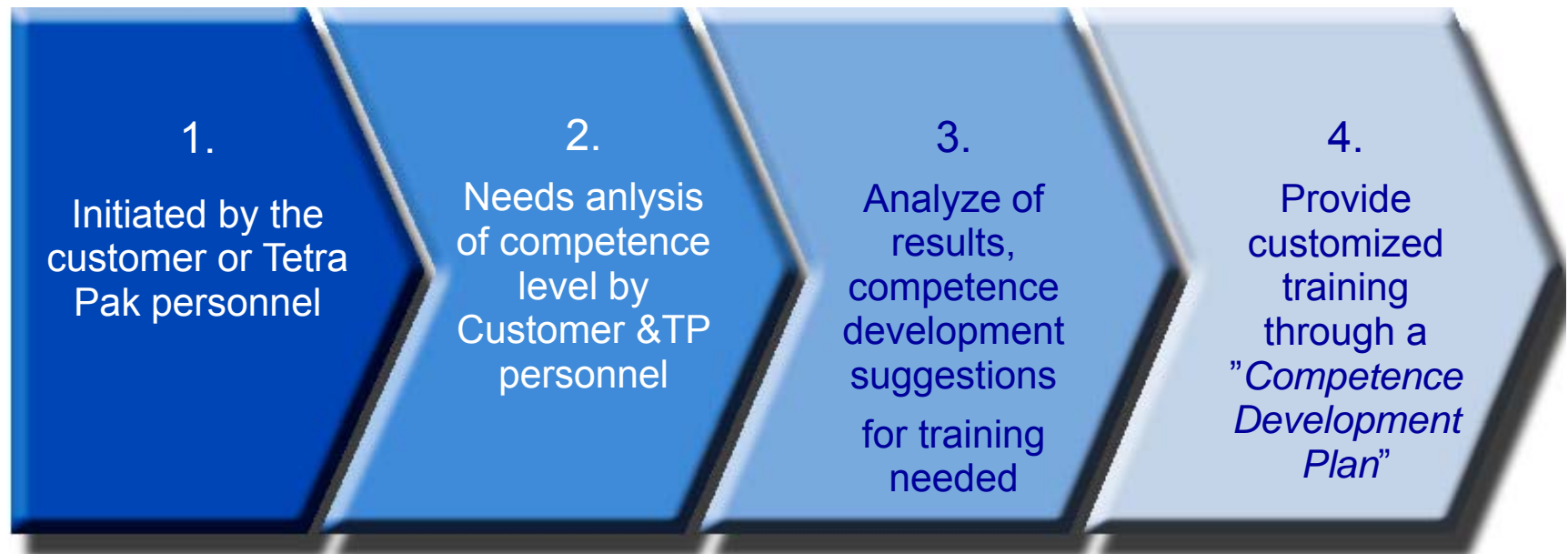
- ▶ The CAT training is built up in blocks with well defined objectives
- ▶ CAT is modular and scalable and can easily be divided into shorter training sessions to fit customer needs.
- ▶ The CAT tool enables us to deliver a standardised quality in a cost effective way
- ▶ The CAT courses cover most customer staff categories and their needs



Training Services

Competence Development Plan

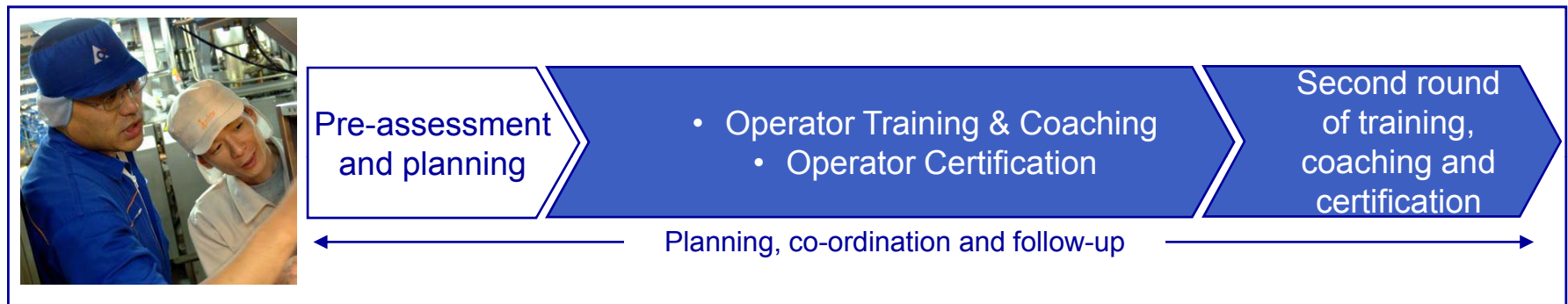
Competence development to improve performance through receiving customized training



Training Services

Competence Development Plan

Certified Operator Competence



“We are selling competence, not just training”

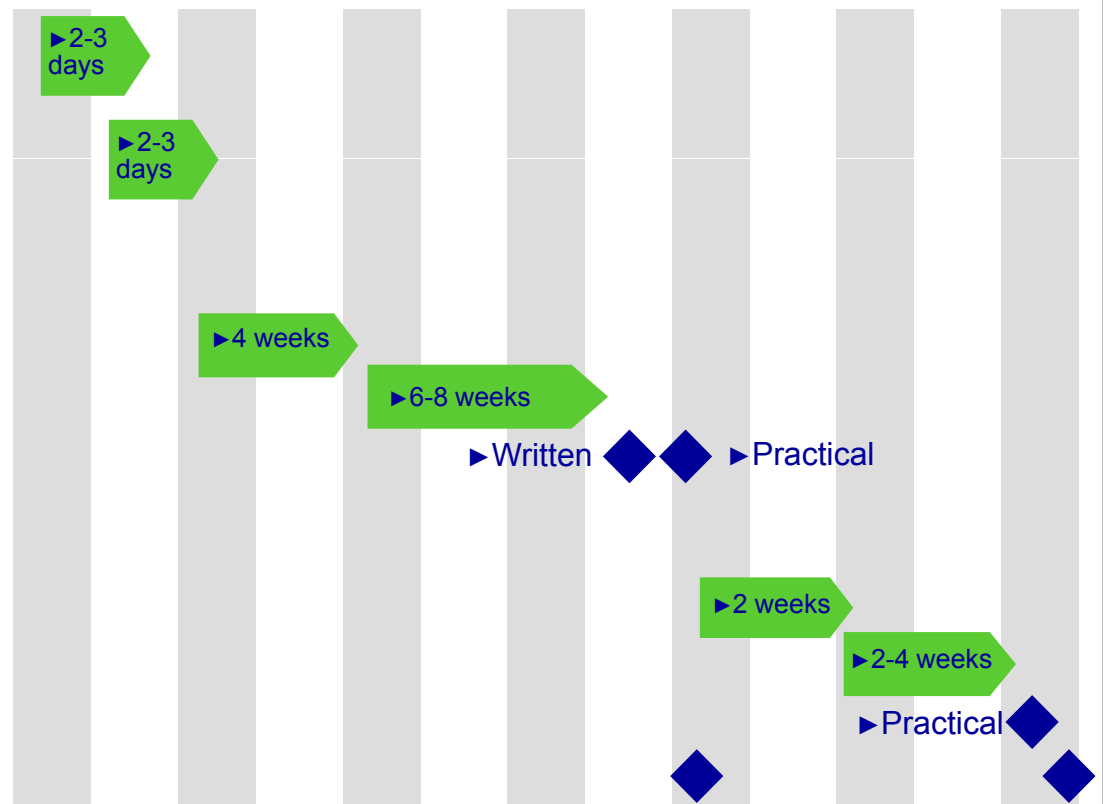


A tailored plan is developed together with the customer

Project timeline

- ▶ Activities
- ▶ Perform assessment and develop training plan
- ▶ Measure and agree KPI start-point
- ▶ Training and Certification round 1
 - Training
 - Coaching
 - Certification
- ▶ Training and Certification round 2
 - Training
 - Coaching
 - Certification
- ▶ Review meetings

▶ Timeline (period not actual days of activities)



The arrows represent when in time the activity is taking place, not the actual length of the course



Q&A

